

Summary: The month of May mainly focused on starting the third phase of the pilot. This month started with the MTO training, outlining the tasks for the MTOs, shadowing the MTOs and providing basic trouble shooting services to the field workers (FWs). This monthly project report contains monthly activity information from the pilot. For detailed information, please contact Shusmita Kahn whose contact information can be found at the later part of this report.

Training of the Monitoring and Troubleshooting Officers (MTOs)



After completion of the orientation during the month of April – May 2013, the Eminence eHealth team came back to Dhaka for the preparation of the third phase – implementation and monitoring. For the third phase Eminence employed eight Monitoring and Troubleshooting Officers (MTOs) – four for each district. This training took place on 15th and 16th May where the lead trainer was Md. Zahirul Haque, Head of Eminence IT Team. Technical assistance for the training was provided by Parvez Sumon and Head aet Ullah and BKMI team members were also present. The first day of this two-day training included “Introduction to the trouble shooting activities”, “Installation of eToolkit and eLearning courses in the existing PCs”, “Netbook troubleshooting techniques”, “eToolkit and eLearning troubleshooting techniques”, “Data tracking and counting from Firefox”, “Way to troubleshoot via cell phone”, “Data downloading using Baltimore tracking device” and “Brief on trouble shooting register”. The second day discussed the “To do list for each visit”, “eLearning assessment materials”, “Monitoring checklist”, “Proficiency checklist”, “Data entry”, “Rotation of sending data to Dhaka” and “Logistics and house keeping information”. After the end of this training, the MTOs left for the third phase on 17th May and started the fieldwork from 18th May 2013.

Outlining the Tasks of MTOs

For ensuring maximum output from the MTOs, the BKMI and Eminence teams developed a Terms of Reference (ToR) for the MTOs. Based on this task, the MTOs have to ask the FWs for any troubles they are facing and troubleshoot any issues identified. They were instructed to solve it in the field but if they think, it is too serious they were suggested to talk with the Dhaka Team without wasting any time. For each troubleshooting activity, they were asked to fill out the "Trouble Shooting Register" and the Excel Spreadsheet. For ensuring the smooth completion of the eLearning courses, the MTOs were instructed to remind the FWs of expectations for eLearning courses as in suggested completion of three courses for month one and two and two courses for the third month. Due to technical glitches the pilot is now relying on paper-based assessments and the MTOs were therefore instructed to collect the assessment sheets and grade them accordingly. They were also instructed that if any workers are not getting 85% (for all courses) then give her/him a fresh sheet and request her/him to take the course again. At the end, they were instructed to enter the scoring numbers in the data sheet. For assessing the proficiency level of the FWs to use the netbook, a tool was developed and the MTOs were instructed to provide the FW's with a proficiency test using a "Proficiency Checklist" for each visit. They were also instructed to collect information for filling out the "Monitoring Checklist." For getting "Voices from Field" the MTOs were instructed to look out for one champion from the field. To get the technical usage information from each of the netbook the MTOs were instructed to get the "Firefox history data" and save it properly by netbook number.



Shadowing the Field Workers

As planned earlier the MTOs were tasked to visit each FW every two weeks. With this plan, each MTO visited 22 – 23 FWs in the first 15 days of implementation – 18th to 31st May 2013. During this visit the MTOs has visited a total of 285 FWs (134 from Sylhet and 150 from Chittagong). The reason behind not meeting the target in Sylhet is that there were three national strikes and two regional strikes and the strikes in Sylhet were too strict to make circulation possible. This took extra time for the MTOs to travel from one place to another. However 19 FWs were visited in the first two days of June 2013. In the case of Chittagong, one FW was on leave and out of town for personal reasons.



During the first rotation the MTOs collected assessments sheets from 285 FWs and the FWs completed the following numbers of eLearning assessments:

- MNCH One: 141 assessment sheets
- MNCH Two: 64 assessment sheets
- Family Planning One: 156 assessment sheets
- Family Planning Two: 50 assessment sheets
- Nutrition One: 29 assessment sheets
- Nutrition Two: 16 assessment sheets
- Interpersonal communication and counseling (IPCC): 19 assessment sheets
- Integrated messaging: 19 assessment sheets

Details of the assessment scores can be found upon request from Eminence.

Basic Trouble Shooting

During the first 15 days of implementation period – 18th to 31st May 2013 – in Chittagong six troubleshooting services were provided to the FWs. The types of problems reported included the following:

- eToolkit icon missing on desktop
- Speaker not working properly
- Netbook froze
- Keyboard not working
- Windows not starting

The problems were mainly reported by HAs. All these problems were solved in the field by doing the following:

- Reinstalling the eToolkit
- Restarting the speaker
- Restarting the netbook (solved over phone)

From Sylhet in the first 15 days no troubleshooting complaints were received.

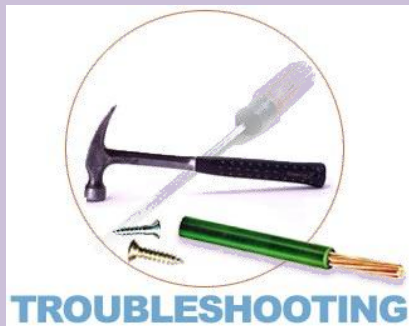
Key Challenges

The key challenges faced during this month were reaching the FWs during the strikes and political instability. Another challenge was the month of monsoon that created some unforeseen issues to both the FWs and the MTOs while carrying the netbook with them.

Next Steps

The next steps of this pilot include the following:

- Monthly field visit rotations
- Monitoring tools for field visits
- Monthly monitoring plan for the central team



Meet the Field Workers

For more information,
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42 years Sabita Rani Das has been working as a FWA in SylhetSadar for the last 23 years. Until very recently her story was like any other FWA – walking from door to door to counsel clients, visiting satellite clinics and serving community peoples. Sabita's story line has changed, now Sabita has the power of knowledge, just a click away! Here are two stories of Sabita that she shared with the Technical Support Team during their visits.

'I have two clients who are cousins by relation. They live in the same house; both are over 30 years of age, married and have children. As per my service protocol I counseled them for long-term methods – Copper T – but both the sisters were bit worried about the method. I tried to counsel them verbally but did not have anything with me to show. Now with the "Family Planning – 2" video from the eLearning course they seemed quite convinced. I told them about other methods but with that video, they liked the "Copper T" method. Now they are ready for up taking this method. This is the first time in my 23 years of service two people from the same house agreed for a long-term method together. For me this is a wonderful achievement. However, at the same time I wish there was some video on NSV through which I could counsel my male clients. Actually, I have two male clients who wanted to see some video on this. I could not show that but I showed them the other materials.'

Sabita Rani Das (Netbook No – 004)
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